

## **Information for the Child Development Division's Challenges for Change Group 2:**

*The National Association of Child Care Resource and Referral Agencies (NACCRRA) provides child care referral agencies an opportunity to go through a process in which they can receive "Quality Assurance". This program is similar to accreditation for child care programs. Through the quality assurance NACCRRA has developed best practice criteria for referral and resource agencies, which is below.*

### **NACCRRA CCR&R Core Competencies Best Practices Criteria**

#### **Element 1: Governance & Administration**

##### Service Outcome 1.A

The CCR&R is viable, well-supported by stakeholders, has policies that ensure outstanding customer service, offers services and programs that meet the needs of its consumers, and is recognized as a community leader in child care and early education.

##### Service Outcome 1.B

CCR&R employs qualified staff to ensure successful agency operations, contribute to the organization's mission and goals, and provide services to consumers.

##### Service Outcome 1.C

Reliable financial management practices ensure the continued stability and viability of the CCR&R.

Service Outcome 1.D CCR&R practices purposeful, systemic and accountable growth that leads to recognition as the community child care expert in the service delivery area.

#### **Element 2: Data Collection, Analysis, & Reporting**

##### Service Outcome 2.A

Data is used for CCR&R planning and to influence public policy and planning.

#### **Element 3: Public Awareness**

##### Service Outcome 3.A

The public is informed about the availability of CCR&R services and how to access them.

Service Outcome 3.B The public is aware that quality, affordable and accessible child care contributes to children's future success in school and in life.

#### **Element 4: Public Policy**

##### Service Outcome 4.A

The public is engaged in influencing policies to ensure the continuation and improve the availability of CCR&R services.

Service Outcome 4.B The public is engaged in influencing policies to support child care quality initiatives and funding for child care at the national, state, and local levels.

#### **Element 5: Consumer Education and Referral Services**

##### Service Outcome 5.A

High-quality consumer education and referrals are available to parents.

#### **Element 6: Parent Engagement**

Service Outcome 6.A Parents are educated and engaged to ensure the availability of high-quality, affordable child care.

## **Element 5: Consumer Education and Referral Services (partial list)**

Criterion 5.A.1: CCR&R has written policies in use that ensure consistent, high-quality services are delivered to parents.

*Indicators* are the CCR&R has written board-approved policies & procedure regarding:

- Fees, and how clients are informed about the fees
- Confidentiality, which specialists share with clients prior to giving referrals
- Disclaimer, which is given to parents prior to referrals
- How to handle complaints about the referral service
- How to handle complaints about providers
- How to meet the needs of parents whose first language is not the most commonly spoken language in the CCR&R's service delivery area.
- Assessments of needs of families for child care and referral services

Criterion 5.A.2: CCR&R delivers consumer education and referrals by a variety of methods

*Indicators* include

- CCR&R offers easy access of services to parents using a toll-free telephone line, which is staffed by trained referral specialists a minimum of 30 hours per week; messages are returned within one business day; and hold times are less than 10 minutes.
- CCR&R offers face-to-face consumer education and referrals at locations and times convenient to families, including the CCR&R office and out-posting of referral specialists in the community.
- CCR&R offers referrals to parents via the agency's website, including referrals available by email within one business day and/or real time referrals available online.

Criterion 5.A.3: CCR&R provides appropriate and responsive phone and in-person consumer education and referrals.

*Indicators* –

- Specialists use appropriate customer service skills
- Consumer education and referrals are given in a way that is sensitive to all cultures
- Families are given appropriate referrals to family preference and child's individual need
- Specialist explores creative solutions with parents about child care needs

Criterion 5.A.4: CCR&R gives useful, accurate, and understandable referrals that provide parents with maximum choice within the constraints of stated needs and preferences.

*Indicators*

- Best practices in data collection and reporting to ensure referrals are accurate and current
- A minimum of three referrals
- Follow up materials/information is provided detailed information about each child care program.

Criterion 5.A.5: CCR&R provides useful, accurate, understandable, and comprehensive consumer education along with referrals to enable parents to make informed choices.

*Indicators*

- Consumer education tailored to meet the needs of the family
- Information about types of child care options

- Information about child care regulations pertinent to the age of child and type of care.
- Contact information for state licensing
- At least basic information given to parents about group size, ratio, family involvement, caregiver education and turnover, health and safety indicators, and accreditation.
- Information about average range of cost for child care
- Information about public child care subsidies and how to pursue eligibility
- Information about financial assistance programs
- Makes available additional resources to meet the parents' needs or requests beyond the child care referrals
- Provides information in a way parents request – mail fax, electronically
- Specialist reviews with parent what to expect from information.